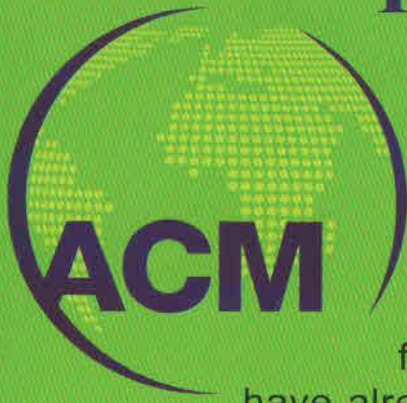


# INTRODUCTION



**ACM** Indonesia as representative office of ACM Limited UK, brings together many different assessment and certification skills in order to deliver a professional certification services

**ACM** are accredited by **UKAS** to carry out assessment for environmental and quality management systems and have already achieved an enviable reputation in all sector for offering an effective and efficient assessment service.

## Policy Statement

ACM Indonesia is an independent UKAS accredited certification body, which aims to provide an impartial, realistic and practical approach to its clients' certification requirement

### It is the aim of ACM Limited to:

- Operate a management system compliant with the requirements of ISO 17021.
- Meet any specific requirements of the IAF.
- Carry out business activities in a non-discriminatory manner.
- Ensure that audit activities are carried out in accordance with our scope of accreditation and within the requirements of ISO 19011.
- Offer a service to the best of our abilities, which is independent and impartial and is seen to be fair, cost competitive and of high integrity.
- Undertake continual improvement in the way we conduct our business and the services we offer.
- Avoid imposing undue financial or other conditions on clients or potential clients.
- To ensure that our staff understand the philosophy of ACM, and to equip them to fulfil their talents, whilst operating to agreed formalised management systems.

All organisations shall have access to ACM services. In addition, access to all certification services shall not be restricted on the grounds that the applicant does not apply for other services or is not a member of a particular group or association. ACM does not practise hidden discrimination by fast tracking or delaying applications.

Visit us : [www.acm-indonesia.com](http://www.acm-indonesia.com)



# ISO 9001:2008

## Quality Management

**ISO 9001:2008** is the most widely applied international standard. Its strength lies in the fact that the same standard can be used in any organization in any industry, of any size, anywhere in the world. Registration to **ISO 9001:2008** by a UKAS accredited body provides objective proof that a business has implemented an effective quality management system, and that it satisfies all of the requirements of the applicable standard.

The standard is based upon eight management principles. These are:



- Customer focus
- Leadership
- The involvement of people
- Process approach
- System approach to management
- Continual improvement
- A factual approach to decision making
- Mutually beneficial supplier relationships



Based originally on lessons learned during the Second World War, basic principles of product specifications were developed, leading to the application of specified requirements applied across industry. This resulted in a variety of different standards, which only served to confuse suppliers.

In an effort to harmonise the Quality Standards a guidance document, BS 4891, A Guide to Quality Assurance, was published in 1972. This was replicated in the USA and further improved with the introduction of BS 5179 in 1975. Other major industrial countries developed their own versions of BS 5179, but the introduction of BS 5750 in the UK in 1979 meant for the first time that there was a standard adopted by industry in general.

Following its own philosophy of continual improvement, the series was revised in 1994/2000 and 2008 and is now viewed by many companies as the framework for best practice across the business, not just in quality.





# ISO 14001:2004

## Environmental Management

**ISO 14001:2004** is an Environmental Management System developed to identify, control and manage environmental concerns for industry and commerce.

Concerns about the effects of industry on the environment have been well documented for many years and many organizations developed environmental management systems to their own specification, mainly aimed at legislative compliance.

In 1992 BSI published BS 7750 -A Specification for Environmental Management Systems. Following this initiative the International Standards Organization developed ISO 14001 in 1996. This standard was revised, mainly to give clarity and eliminate certain misconceptions in December 2004.

The standard follows the Plan -Do - Check - Act continuous improvement cycle common to many British, European and International standards and is commended for its ease of use and implementation.

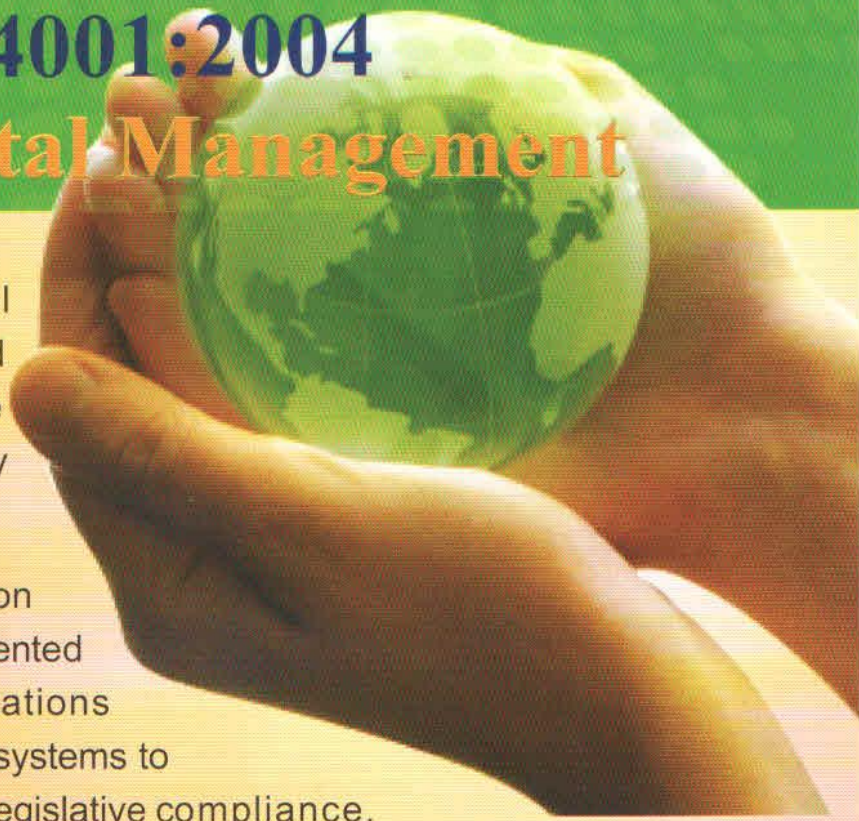
The planning stage consists of identifying environmental and legal issues and developing a programme to reduce the negative effects, whilst complying with the legal requirements.

The doing stage requires the organization to put in place the expertise and controls to manage the most significant environmental risks.

Checking requirements include monitoring of improvement, evaluation of compliance with legal and other requirements, internal audit and handling non-conformities. Finally, the organization needs to act on the data it has gathered, by reviewing the results of audits and other monitoring mechanisms. Part of this requirement is a periodic Management Review.

### **Some of the accepted benefits of compliance to ISO 14001:2004 are:**

- Protection of the environment ↔ Demonstrated compliance with legal requirements
- Creating marketing opportunities ↔ Improved Management Focus
- Possible new products or services ↔ Reduced costs/liabilities
- Improved pro-active community image ↔ Provides clear guidance on company requirements





# OHSAS 18001:2007

## Occupational Health and Safety

**OHSAS 18001**, the Occupational Health and Safety Assessment Standard, is good for your organizations well being and provides a framework for managing health and Safety responsibilities.

As well as looking after your most valuable asset - your employees - this standard gives potential clients assurance of your effective risk management procedures and full regulatory compliance. **OHSAS 18001** is increasingly a pre-requisite for companies wishing to tender for contracts within certain industries.



OHSAS 18001 will also bring your business other benefits:

- Acquiring this leading international standard will broaden your business opportunities
- Demonstrate due diligence, good governance, low risk and a competent management that is committed to health and safety in the workplace
- OHSAS 18001 will raise both the performance and morale of your employees, by promoting safer working environments and heightening adherence to your health and safety policy and procedure.



# ISO 27001:2005

## Information and Data Security



To be competitive, profitable and trusted, information security is a must. **ISO 27001** offers a comprehensive set of controls, based on best practice in information security, comprising of components such as confidentiality, integrity and availability. ISO 27001 gives both clients and suppliers the confidence to trust an organization with the safe-keeping of their information.

A recent survey by the Independent Oracle User Group (IOUG) found that many businesses are not doing enough to protect their data:

- ***48% of businesses admitted that they were not aware of all of their own databases that contained sensitive information***
- ***75% of businesses cannot prevent special access users from tampering with databases***

ISO 27001 quickly produces a return on investment, giving you thorough guidance on complying to regulatory and contractual requirements regarding data security, privacy and IT governance. This benchmark of quality demonstrates due diligence and makes it easy for you to provide stakeholders with information about your IT management policies, standards and procedures.